

**INFORMATION TECHNOLOGY POLICY  
AND STRATEGY COMMITTEE  
MINUTES**

October 19, 2000  
State Capitol, Room 303

Present

Al Sherwood  
Kevin Van Ausdal  
Neal Christensen  
Leon Miller  
David Fletcher  
Bob Woolley  
Connie Laws  
Randy Fisher  
Harry Sutton  
Brent Cleverly  
Brad Brown  
Jerry Peterson  
Jonathan Ball

Stephen Hess  
Ken Elliott  
Lloyd Johnson  
Gary E. Gunrud  
David Willis  
Douglas Richins  
Bill Gerow  
Julie Orchard  
Kelli Okumura (for Roland Squire)  
Kim Thorne  
Jerome Battle  
Gae Lyn DeLand

CIO Staff

Alan Carlsen  
Jeannie Watanabe

**I. WELCOME and APPROVAL OF MINUTES (Tab 4)**

Al Sherwood called the meeting to order at 8:30 a.m.

**Motion: Leon Miller made a motion that the ITPSC approve the July minutes. Ken Elliott seconded the motion. The motion passed with all in favor.**

**II. WORKING GROUP ON IT COMPENSATION AND RECRUITMENT (Tab 5)**

Al introduced the report "The Information Technology Labor Shortage". (*The Eroding IT Talent Pool and Its Impact on Utah State Government.*)

Al stated several issues precipitated writing this proposal. It is difficult to compete for IT professionals in the current tight labor market. As a result the state has experienced high rates of turnover and difficulty in recruiting skilled IT workers. (1) Over the last year 11.8% of IT employees have terminated and another 9% have transferred which results in a total of 20.8% of IT positions being vacated. (2) Recruiting to fill positions has often failed because of an inability to compete in the current market. (3) The state depends on technology in doing business with citizens and businesses. Al discussed the report and asked for support of the proposal from the committee. This proposal requests discretionary funds based on the amount calculated using a one-step increase for IT

employees. The total amount requested would be \$1,230,243.00 plus a 27% fringe benefit package. The intent for the use of these funds would be for bonuses, step increases, and incentive awards to retain or attract IT workers. The criteria for distribution would be based on attracting and retaining key IT personnel or staff with highly demanded skills.

Al asked the committee members to actively discuss this proposal with the executive directors. Al explained the following regarding the proposal. It is important also to ensure that executive directors understand that this proposal is not a replacement for the DHRM proposal. When the IT proposal is combined with the DHRM proposal it will allow IT managers some discretion in helping mitigate the salary disparity primarily at the top of the ranges among our more experienced employees. The point in this proposal would be to mitigate some of those more experienced employees at the top of the range. Many of the other reasons for preparing the proposal have been outlined in the report. The budget office is aware of this proposal and it is under consideration. Other issues there were discussed in previous meetings were also included in the proposal. It was mentioned in the IT Plan reviews that when looking over the IT budget the training pieces of the departments overall budgets as a percent of employees were quite low. They are much higher in the private sector. A recommendation was not made that the training budgets be raised up to the level of the private sector but that in general they needed to increase as part of a retention strategy. Support for the Training Resource Center that was recently created in the Division of Information Technology was also included. This TRC was created to both let people know of training opportunities in the IT area that are available but to also be able to get some volume pricing and some new ways of doing training that are cheaper and more effective than the current way we have been doing it. The sub-cabinet group working on the state's Strategic IT Plan drafted a proposal that addressed the issues stating in spite of all of the things that we try to do with regard to compensation, budgets and training; we need to continuously recruit and effectively manage to retain the best employees. To do that we need more than simply a statement but an actual implementation plan to accomplish it. Jeannie Watanabe, CIO's office, has the assignment to begin working on that implementation plan.

Neal Christensen introduced the issue of competition among agencies for IT employees. Agencies bid against one another and solicit against one another. Neal recommended this issue be discussed and if nothing else come to an agreement to play by the same rules in regards to soliciting. The discussion indicated that people will move from one agency to another for whatever reason but there is evidence that in some cases agencies solicit to move someone and a bidding war takes place. Al said this issue needs a more full discussion. **This issue will be on the agenda for a future meeting.**

The discussion continued with a note that if this proposal moves forward some criteria will be established through Legislative intent but that the intent language would be broad enough that it wouldn't eliminate the discretion that we are attempting to get to IT managers in the process.

**Motion: David Willis made the motion to approve the IT Labor Shortage and Compensation Proposal. Stephen Hess seconded the motion. The motion passed with all in favor.**

### **III. ARCHITECTURE AND STANDARDS (Tab 6)**

Al introduced Bob Woolley, Assistant Director, ITS. A number of standards are on the agenda to be reviewed. The first two, Firewall Standard, and Wireless LAN Standard are for requests for approval. The next three, Intrusion Detection System Standard, VPN Standard and Web Standards Revision are for review, comment and discussion.

#### **Web Standards Revision**

Bob said the Web Standards document was developed a few years ago by an ad hoc workgroup assigned by ITPSC. It was reported to this group and approved. The Web Standards group has been reconvened and has been working to draft a revised set of web standards. The fiscal impact statement has not been done. Bob reported there are fiscal impacts imbedded in this regarding the accessibility issues pertaining to web sites. The financial impact should be identified by the next meeting. Bob said they have reworked this document and taken a lot of the features that were in the original web standards, fleshed them out and added more explanatory detail, so that this is a more readable, usable document by web developers. We have also included with the document the web site disclaimer statement that was previously approved by this group. In addition, the privacy statement and a variety of term definitions were included. There was a question of guarantee of privacy to anybody. Bob said we imply in the privacy statement that we can do that and he doesn't think that is true. Bob asked the group to read this standard carefully and contact him with any comments. Utah Interactive has been asked to redesign our agency home page. Utah Interactive and OECD have both provided information on accessibility and privacy concepts. Bob said he revised some of the wording in the privacy statement but he did not bring it for the group's review. Lloyd Johnson, DNR, said one of the issues on the privacy statement document was the privacy of email addresses. What we were advocating privacy for on the web standards was contrary to what the courts have indicated that we can maintain as private on regular electronic documents. Al said we would probably need to consult with our attorneys at some point because we don't have any intent on releasing Email addresses from that portal. We have made that promise to users and if we lose in Court then maybe we need to look at the law. There will be privacy legislation this year.

Bob also pointed out in the document some of the paragraphs use the word should and that is what it means; that is not an error. It has been very specifically identified that way and some of the paragraphs use the word must. They are actual requirements so they are mixed together.

#### **Virtual Private Network Standard**

Bob said SISC has been working for approximately 6/7 months on the following Standards: VPN, Intrusion Detection, and Firewall. SISC has not formally voted the VPN standard out yet; so it is just for your review and comment. SISC is trying to come up with a VPN solution that integrates well with the Cisco environment that we have created with the PIX firewall environment.

### **Enterprise Intrusion Detection Standard**

Bob said the Intrusion Detection Standard has been approved by SISC and it is also here for your comment. Fundamentally at an Enterprise level we are using a Cisco product for Intrusion Detection and this standard allows agencies to use other products of their choice for Intrusion Detection for their own networks. We want to give agencies a lot of flexibility there. We want to recognize that it is an agency's right and they can choose an ISD package that works well for them. Bob asked the group to read this standard carefully and respond with any feedback or comments. This standard will be brought before the ITPSC for approval at the next meeting.

### **Wireless LAN Standard**

Bob said this Wireless LAN Standard has no fiscal impact on the state. It simply ties down the fact that in the case of Wireless LANS we saw no need to go to a product level because there are multiple products that interoperate well with one another and this documents that fact and identifies the contracts and the basic specifications that any Wireless LAN solution is expected to meet. Bob asked for a vote of approval for this committee.

**Motion: Brad Brown made the motion to approve the Wireless LAN Standard. Stephen Hess seconded the motion. The motion passed with all in favor.**

### **Firewall Standard**

Bob stated that he brought this Firewall Standard to the ITPSC last month. He also brought a fiscal impact statement on this standard and explained where the money was coming from to implement it. This standard is well underway and is working well. Bob asked for a vote of approval by this committee.

**Motion: Harry Sutton made the motion to approve the Firewall Standard. Jerry Peterson seconded the motion. The motion passed with all in favor.**

Bob reported that he has been working on a document that looks at the entire Utah Technical Architecture. The current state and where we appear to be going area by area. It provides an overview of the entire architecture. This document will come to this group at the next meeting for review and comment.

Bob reported he is also working on a Security and Directory Services Architecture document that is fairly thorough. That document will be brought to this group at the next meeting for review and comment.

#### **IV. LABOR COMMISSION TRANSFER OF SOFTWARE, EDI POLICY SYSTEM (Tab 7)**

Bill Gerow began his discussion by providing some background information. One division within the Labor Commission is charged with overseeing all functions of the Workman's Compensation system. One section, which is just four people, is charged with making sure every employer within the state has Worker's Comp insurance to cover their employees. An application was written to track that electronically. The first part of the application tracks all employees to make sure they have Workman's compensation Insurance. This is the policy section. The second part they have to build now is the claim section which is a much bigger section and it is a much more intricate system. There are other states interested in our database application and there are other states that can help us with the claim section. Bill said we want to just give this application to them. One reason is to provide other states with this application and in turn receive help on the second part of the application. Another reason is that this division only has four people and if we sell this software to other states it implies that we will then support them and we don't have the time nor do we want to do that. We would much rather work with other states and have a free exchange of information. We have already had 5 states come and look at this. Bill referred the group to Rule R365-3. Computer Software Licensing, Copyright, and Control. Alan Carlsen stated this rule was approved in 1997. Using this rule as a guide, the Labor Commission prepared a Memorandum of Agreement.

**Motion: Neal Christensen voted to accept the recommendation for Labor Commission Transfer of Software, EDI Policy System. Leon Miller seconded the motion. The motion passed with all in favor.**

#### **V. REPORT FROM UTAH EDUCATION NETWORK**

Steve reported on two issues. First Steve commented how their network has grown and what used to be just some Internet and some emails has turned into a network that runs Enterprise data, that requires privacy and redundancy and there have been many occasions when there has been down time on the network. UEN has submitted a request this year to the Legislature to build redundancy and run redundancy for protection of the Internet. We plan to develop the funding to do that so there will be a second pipe from a different carrier than QWEST. It would be a help to have that in place some time in late spring. We have had a lot of requests from institutions of education that if this is not done they will go ahead and do it themselves. UEN and ITS need to talk more on this project as far as the state is concerned.

The second issue is Napster. UEN has had considerable trouble with Napster; but UEN has considerable Napster traffic on the network as it leaves the state so we have not chosen at this point to identify where it is coming from; but we could do that. Steve

asked if other agencies were having trouble with Napster. Randy Fisher said they have had significant problems so far on workstations. The concern is with the Napster software allowing somebody from the outside to take over somebody's computer and download files. There is considerable concern that many of our employees keep their working files on their PC, not necessarily on the network. We stand to risk losing a lot of state data if somebody chooses to take that. Bob said Napster enables peer-to-peer file transfer. Randy said you have access to that drive and whatever is there you have access to. We are considering banning the use of Napster in our department. Bob said the State Information Security policy is being prepared and will be on the agenda for the next ITPSC meeting. At this point there is no comment in that policy on third tier issues. Bob asked the committee if they wanted that addressed and how they wanted that addressed. It was noted after some discussion that the policy could address the Napster issue from the access viewpoint, from the security viewpoint and from the fact that it uses storage space and bandwidth. Steve asked if anyone had any issues with what they call DCEF, which is the encryption formula for downloading the DVD to a digital file. Steve said we have a copyright officer, George Brown, and we recently received complaints from the Motion Picture Association of America and from the Recording industry. We have had to take legal action against the persons involved with Napster and DCEF. Steve said another liability issue is there are several government agencies that are looking at this both from internal security as well as liability. It goes back to copyright. If we are sanctioning the use of copyrighted materials and sharing that information, is the agency liable for condoning that? We need to ban this; otherwise the music industry or Motion Picture Industry will come after us because we are condoning the practice of sharing copyrighted material. Al said he was able to hear Shaun Fanning, the head of Napster, as well as Senator Hatch, at the hearing at BYU. Al said he understands BYU has chosen not to take any action in regard to Napster and permit students to download pending the outcome of the Court case and whether it is legal or not. Napster, of course, argues the position that is fair use much the same way as the individual who uses a photocopier to copy certain kinds of materials. Al said one of the reasons this gets very complicated is that the technology that was created by Napster is in high demand by the business for all kinds of ability where basically your computer becomes the server. Next Page, for example, is one of the companies presented and they are one of the primary groups that use peer-to-peer technology for transfer for law firms around the world. There is enormous potential in the technology as well as enormous peril.

Ken asked if the use of Napster would be considered to be a violation of the Acceptable Use policy? Randy said they have found Napster on over 60 machines so far and those files are not small. One user had 200 megabits and the other one had 4 gigabytes of files on their machines. If they start uploading that to the server of the state that is unacceptable use of state resources to store the information. It then requires us to buy more hard drive space on our servers and our PCs to contain the material they need. So we have said it is not acceptable.

## **VI. REPORT FROM DIVISION OF ITS**

Leon distributed a handout that he said was strictly an information paper. Prior to 1996, most of the access to the IBM mainframe was via Systems Network Architecture (SNA) terminals. As networking capabilities progressed and the State Wide Area Network (WAN) was developed, mainframe computers were generally accessed by devices attached to a local area network running an emulator program utilizing IPX protocol. Due to routing and performance issues associated with the IPX, the emphasis over the last 2-3 years has been to use TCPIP protocol. Initially this was done using a TN3270 emulator on the PC that communicated with the mainframes. Printer support using TCPIP has also been supported. TN3270E using TCPIP protocol is now the preferred emulator to use for mainframe access. ITS' intent is to provide a technical bulletin in the near future that will identify what needs to be done.

## **VII. CIO REPORT (Tab 8)**

Al reported that Utah now ranks 5<sup>th</sup> in the nation with regard to the most digital state. This is based on the Digital State survey. What is interesting is that we have moved since 1997 when the study was first done from 35<sup>th</sup> to 1998 to 14<sup>th</sup> to 5<sup>th</sup> today. We are seeing some real progress since we have had a Strategic IT Plan and all of you have been working to attempt to implement the Governor's vision, 'moving government on line'.

Al said an Electronic Forms RFP is being finalized. He said we have needed a kind of central forms server in the state for a number of years. This need was primarily driven by the need under the Digital Signature Contract we just entered into to have an eForms package. Most of the needs for Digital Signatures relate to signing forms or documents. This was a piece of infrastructure that unfortunately didn't get bid as part of the PKI RFP. Bob is chairing that committee. We are moving forward rather rapidly because a number of agencies have some specific needs to be addressed. It will be a statewide contract so that colleges, universities, state and local governments can participate if they so choose.

During the discussion regarding Rule R365-3, it was noted several other agencies represented at the meeting have entered into agreements with other states to either sell or transfer software applications; and they have not followed the rule. It was noted many committee members were not aware of the policy. The committee agreed that this rule should be reviewed and updated. Al asked all committee members to adhere to the rule and provide all written requests to sell or transfer software to the CIO for approval. The CIO will then report this information to the ITPSC.

**Motion: Neal Christensen made the motion that ITPSC give the CIO authority to approve transfers where it is demonstrated by the agencies that they have met provisions of the rule. Leon Miller seconded the motion. The motion passed with all in favor.**

Al asked the group to take an assignment to look at the Rule R365-3 and to make sure that the Rule is doing what we want it to accomplish.

**MEETING ADJOURNED AT 9:50 A.M.**